

## Frequently Asked Questions Case Management

Revised March 2023

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### Overview

#### 1. What funding opportunity is available?

VA Homeless Providers Grant and Per Diem (GPD) program is offering a Case Management Notice of Funding Opportunity (NOFO) for grants to support case management services. These time-limited case management services will improve retention of housing by Veterans who are at risk of becoming homeless or who were previously homeless and are transitioning to permanent housing from programs such as VA's Homeless Providers GPD program or VA's Health Care for Homeless Veterans (HCHV) Contracted Residential Services (CRS) program.

#### 2. Can my agency apply for more than one grant?

Applicants are limited to up to one application per VA medical facility catchment area per applicant's Employer Identification Number (EIN).

#### 3. Can we receive help from the GPD National office as we prepare our application?

Yes. Applicants may receive limited technical assistance.

First, however, applicants must review thoroughly all available resources on the GPD website: <https://www.va.gov/homeless/gpd.asp>. Resources include but are not limited to the NOFO, the Case Management NOFO Overview webinar, these FAQs, the How to Apply Using eGMS webinar, GPD's regulations ([38 C.F.R. part 61](#)) and the Uniform Guidance for Grants ([2 C.F.R. part 200](#)).

Applicants who continue to have questions may email GPD at [GPDgrants@va.gov](mailto:GPDgrants@va.gov).

GPD strives to respond to inquiries within two business days. Due to the volume of applicants, during the last two business days prior to the application deadline stated in the NOFO, GPD does not guarantee any technical assistance support. Applicants are strongly encouraged to complete their applications early and should not expect immediate responses to NOFO questions, especially during the last two business days of the NOFO open period. Early application submission safeguards against applicants' risk of encountering unanticipated problems and missing the submission deadline.

**4. How many case manager positions are expected to be awarded?**

VA anticipates awarding approximately 100 grants for up to a total of approximately 150 full-time equivalent (FTE) case manager positions nationwide.

**5. Where is the VA medical facility near me?**

See the VA website for a list of VA medical facilities by state:

<https://www.va.gov/directory/guide/allstate.asp>.

**Eligibility**

**6. Who can apply?**

The following entity types can apply:

- 501(c)3 or 501(c)19 nonprofit organization
- State or local Government
- Federally recognized Indian Tribal Government

**7. Can I apply if I am an individual or a for-profit organization?**

No. Only non-profit organizations who have an IRS tax letter that shows their tax-exempt status along with their EIN, as well as State, Local or Indian Tribal governments, can apply.

**8. Can I use another non-profit organization's 501(c)3 or 501(c)19 non-profit tax-exempt status letter to apply?**

No. The non-profit status must belong to the applicant.

**9. Does my organization have to be a current GPD provider to be eligible to apply?**

No. Eligible entity types are listed above.

**10. If my organization is a current GPD provider, do we have to apply? If so, are we guaranteed funding?**

All current GPD case management grantees are in their final year of the grant, meaning their grant awards end on September 30, 2023. Therefore, current GPD case management grantees must apply to this funding opportunity if they wish to be considered for a new case management grant starting October 1, 2023.

Funding is not guaranteed. This is a competitive process. The highest scoring applications will be awarded based on a variety of factors including funding availability. Applications must score at least 750 out of 1000 to be eligible to be considered for funding.

**11. My organization is a subrecipient under a GPD transitional housing grant. Are we eligible to apply under priority 2?**

No. Organizations must have successfully provided transitional housing services using GPD per diem payments as direct recipients of GPD grants.

If VA determines that an application was received under the wrong priority, VA reserves the right to consider the application ineligible. VA also reserves the right to consider such application under the correct priority, or under priority three, if the application otherwise meets the threshold criteria.

## Dates

### 12. What is the due date for applications under this NOFO?

Applications are due no later than by 4:00 p.m. Eastern Time on the date stated in the NOFO.

### 13. Is technical assistance available to applicants during the entire open period of the NOFO?

No. Due to the volume of applicants, during the last two business days prior to the application deadline stated in the NOFO, GPD does not guarantee any technical assistance support. Refer to the Overview section of these FAQs for similar information.

### 14. Will late applications be accepted?

No. The deadline is firm as to date and hour. Late applications are ineligible for consideration. Applicants are strongly encouraged to submit early to avoid unexpected delays or problems.

### 15. How soon will applicants hear back from the VA on the status of their applications?

GPD expects to announce awards in the fourth quarter of fiscal year 2023 (i.e., July-September 2023). The announcement will be made via news release and will be posted on the GPD website at [www.va.gov/homeless/gpd.asp](http://www.va.gov/homeless/gpd.asp). GPD will notify successful applicants and unsuccessful applicants.

### 16. What is the award period?

VA anticipates that the grants will be for a period of two years starting in fiscal year (FY) 2024 on October 1, 2023, and ending September 30, 2025.

VA reserves the right to award an initial period of one year with an option for VA to offer up to one additional year, or to award all years at once.

### 17. Is the \$300,000 limit for one year or two years?

The limit of \$300,000 is for each FTE case manager position total over two years (it is not a per year limit or a per grant application limit).

### 18. Is each Veteran expected to receive case management support for two years?

There is no requirement for Veterans to remain in GPD case management for multiple years. In fact, the maximum length of time the Veteran is expected to be in the project is 6 months (excluding housing navigation). GPD case management providers are expected to transition Veterans out of the case management service within this timeframe and as clinically appropriate.

## Forms and requirements

### 19. How do I obtain a copy of the SF-424 Family of forms?

The SF-424 forms relevant to the application are available on the GPD website [www.va.gov/homeless/gpd.asp](http://www.va.gov/homeless/gpd.asp) and on the Grants.gov website <https://www.grants.gov/web/grants/forms/sf-424-family.html>.

SF-424 forms require Adobe Reader 8. For further assistance, please visit <https://helpx.adobe.com/ca/acrobat/kb/cant-open-pdf.html>.

DO NOT open the forms from the websites. You MUST save locally to your computer before opening.

Once you open the PDF, please select the “Enable All Features” option in the top right corner to view and fill it out.

To repeat: After you download it, you must open it from the saved location.

**20. Is it ok that this SF-424 form is showing that it expired at the end of 2022?**

Yes. This is the most recent form available to date, so it is ok to use for this grant application.

**21. How do I complete the Application for Federal Assistance (SF-424)?**

General instructions are available at: <https://www.grants.gov/web/grants/forms/sf-424-family.html>.

Specific instructions related to the FY 2024 Case Management NOFO are provided here.

- Question 1, Type of Submission
  - Select “Application”
- Question 2, Type of Application
  - Select “New” (even if you have a GPD award currently or have had one in the past)
- Question 3 and 6, Date Received
  - Enter the date you anticipate submitting the application (it’s ok if the actual submission date changes)
- Question 4 and 7, Applicant Identifier
  - Enter “N/A” or leave blank (or applicants may enter an identifier for their own purposes)
- Question 5a and 5b
  - Enter “N/A” or leave blank (or applicants may enter an identifier for their own purposes)
- Question 8a, Legal Name
  - Enter the organization’s name as it appears in the eGMS online grants management system and/or as it appears in [www.SAM.gov](http://www.SAM.gov)
- Question 8b, EIN
  - Enter the 9-digit numeric identifier for your organization (it should match what is in your organization’s profile in the eGMS online grants management system)
- Question 8c, UEI
  - Enter the 12-digit alpha-numeric identifier for your organization (it should match what is in your organization’s profile in the eGMS online grants management system)
  - Do NOT enter your Data Universal Numbering System (DUNS) number. (UEI and DUNS are different identifiers. The DUNS is no longer the official Federal identifier.)
- Question 8d, Address
  - Enter the address for the organization as it appears in the eGMS online grants management system and/or as it appears in [www.SAM.gov](http://www.SAM.gov)

**Grant and Per Diem Program**  
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- Question 8e, Organizational Unit
  - Enter “N/A” or leave blank (or applicants may enter information for their own purposes)
- Question 9, Type of Applicant
  - Enter your organization’s entity type (eligible types are stated in the FAQs and NOFO)
- Question 10, Name of Federal Agency
  - Enter “Department of Veterans Affairs, Grant and Per Diem Program”
- Question 11, Catalog of Federal Domestic Assistance Number
  - Enter “64.024”
- Question 11, CFDA Title
  - Enter “VA Homeless Providers Grant and Per Diem Program”
- Question 12, Funding Opportunity Number
  - Enter “Case Management NOFO: VA-GPD-CM-FY2024”
- Question 12, Funding Opportunity Title
  - Enter “GPD Case Management Grant”
- Question 13, Competition Identification Number/Title
  - Enter “N/A”
- Question 17a, Proposed Start Date
  - Enter “10/01/2023”
- Question 17b, Proposed End Date
  - Enter “09/30/2025”
- Question 18a, Estimated Funding
  - Enter the estimated amount requested for the total two-year period (see below for more guidance)
- Question 19, Executive Order 12372
  - This E.O. only applies to governmental organizations. Most programs are not covered by this E.O.
- Question 20, Federal Debt
  - This question must be completed.
- Question 21
  - Applicants must enter a check mark or “X” in the “I agree” box.

**22. What type of signature will be accepted on the SF-424?**

The SF-424 must be signed by a person at the applicant organization who is authorized to make commitments on behalf of the organization (e.g., President, Executive Director, Chief Executive Officer). The signature on the SF-424 must be digital or hand-written. A blank signature field or a “signature” that is manually typed will not be accepted. VA reserves the right to reject at threshold any application received without a signature or without an acceptable signature. Rejected applications will not be reviewed or considered for funding. VA also reserves the right to communicate with an applicant about the signature field, as needed, prior to making threshold decisions.

**23. Can I take a picture of the SF-424 and upload it to eGMS?**

Yes. A picture of all three pages of the SF-424 is acceptable. However, the picture must be saved as a .PDF file before uploading it to the eGMS application. eGMS will not accept .JPG or other types of image files.

**24. What is the estimated funding (Question 18a)?**

In the Estimated Funding field 18a on the SF-424, you would enter an amount based on the estimated cost of the grant for the number of FTE positions proposed in the application over a total of two years (i.e., not the amount for one year only).

Field 18a is for the amount being requested from VA-GPD. Fields 18b through 18f would be for project costs being supported from other sources. Most applicants leave fields 18b through 18f blank.

Reminder that applicants must request at least .5 FTE (i.e., at least 20 hours per week). The NOFO does not specify a maximum number of FTE or hours that may be requested. Applicants should consider factors such as their own ability and the particular needs of the community when deciding what to request.

**25. Applicants must have an active registration with the System for Award Management (SAM). Where can I find information about how to register for SAM?**

The process to register with SAM can take time. Plan your grant application timeline accordingly. Registration instructions are available on the SAM website: [www.SAM.gov](http://www.SAM.gov).

**26. What if my agency’s [www.SAM.gov](http://www.SAM.gov) registration will expire before award decisions are made?**

SAM registrations must be updated annually. Applicants should create or renew their SAM registration before applying for a grant and should keep the registration up to date anytime an application is under review or anytime they have an active grant.

**27. What is the UEI in SAM?**

The UEI is a SAM-generated data element. It is the official entity identifier used for Federal grants. It replaces the DUNS number as of April 2022.

All applicants must have a UEI prior to applying. For information: [www.SAM.gov](http://www.SAM.gov) and [www.FSD.gov](http://www.FSD.gov).

**28. What if I left out information from the submitted application? Can we submit it separately?**

No. An application must be submitted through the electronic grants portal as a complete package. If documentation is submitted separately from the original package, it cannot be added to the application package. Refer to the GPD website for additional resources: [www.va.gov/homeless/gpd.asp](http://www.va.gov/homeless/gpd.asp).

**29. Can I mail, email or fax my application?**

No. The application must be submitted through the electronic grants portal. Refer to the GPD website for the link and for additional resources: [www.va.gov/homeless/gpd.asp](http://www.va.gov/homeless/gpd.asp).

**Application content**

**30. How strict are the word counts for each section?**

The word counts are suggested maximum limits. Most applicants will use less than the suggested limit.

For each of the questions, the electronic grants portal allows double the suggested word counts. For example, if the question says “In approximately 500 words, describe.....” applicants are given up to 1000 words to respond to the question.

Applicants are strongly encouraged to provide complete responses while also being as clear and concise as possible.

**31. Is there a minimum or maximum service area expected to be covered?**

Applications do not have to include coverage for the entire VA medical facility catchment area in the application. The coverage area, however, must not exceed the VA medical facility catchment area identified in the application. Applicants are encouraged to tailor their proposed coverage area to factors such as their own ability and the particular needs of the community.

Applicants are required to demonstrate the need for this resource in their community and to indicate the counties they plan to serve in the application. Scoring will include an evaluation of the scope of services proposed. If the grant is awarded, the areas noted in the application will be the required service areas.

**32. What if my agency’s service area is located in two different catchment areas?**

Applicants must submit a separate application for activities that fall under a different VA medical facility’s catchment area.

**33. How do I find out the VA medical facility catchment area?**

If you do not know your VA medical facility catchment area, you can contact the local medical facility: <https://www.va.gov/directory/guide/allstate.asp> and ask to speak with the Homeless Program.

**34. How many FTE can I apply for?**

Each application must propose at least 0.5 FTE position (at least 20 hours on average per week).

The NOFO does not establish a maximum number of hours.

Applicants must propose the number of hours based on the number of Veterans estimated to be served, considering the minimum caseload requirements established in the NOFO.

Applicants should tailor their requests to their abilities and to the needs of the community.

**35. Can multiple staff be used to fill one FTE position?**

Yes. Applicants must state the total number of hours per week they will provide case management services under the grant (#12) and must state the number of case management staff members proposed to fill the hours requested (#13).

For example, an applicant may request 80 hours (i.e., two FTE) and may indicate that four staff members will be used to complete the hours (e.g., four half-time positions of 20 hours each).



**36. Does “caseload” include the administrative part of working with Veterans (e.g., HMIS data entry) or is that part of workload?**

Each FTE position's total workload must include an average monthly caseload of at least 16 Veterans in permanent housing or in housing navigation. Encounters with Veterans count toward the FTE's overall workload but do not count toward caseload. The majority of each FTE's overall workload must be dedicated to caseload.

Applicants must have written procedures and position descriptions to implement these FTE workload and caseload requirements. For example, the NOFO does not specify if administrative work is included in caseload. Some organizations will track certain administrative work as caseload and other administrative work as other workload, or they will exclude all administrative work from caseload. Organizations who include certain administrative work as caseload are likely to have a much greater percentage of the workload dedicated to caseload than organizations who do not include administrative work as caseload. However, at least 51% of workload must be Veteran-centered services, meaning direct client case management services, not administrative. Applicants must make these decisions in advance of commencing services, must document the decisions in writing and must follow their written process consistently.

**37. *new* Can you provide more details about the minimum requirements for the case manager positions?**

To meet the minimum education requirements, the Bachelor's degree must be in a field directly related to the case management role (e.g., Social Work).

Minimum requirements are just that – minimum requirements. For example, any education above a Bachelor's degree is more than acceptable. Applicants proposing staffing standards that exceed the minimum requirements will be expected to follow the higher standard during the life of the project if they are selected for funding.

Refer to the GPD Case Management section of the NOFO for full details about the minimum educational requirements and about the work experience that may substituted for the minimum educational requirement.

See also the Detailed Application Design sections for scored narratives, such as Ability 2 and Ability 4. The scored narratives, and other sections of the application such as the Abstract and Budget, provide applicants the opportunity to explain and justify their proposed staffing plans.

**38. *new* Is licensure and certification a requirement for case managers?**

The NOFO does not require particular licensure or certification, but it requires that grantees be aware of and comply with any local requirements for licensure or certification that might be applicable in their jurisdiction.

Applicants proposing to use staff who have not yet met any applicable minimum local requirements for licensure and certification, may propose such individuals as staff under the grant as long as they meet the two conditions stated in the NOFO.

**39. When I use the application preview PDF option in the online application system (eGMS), the tables do not appear to be formatted well. Do I need to fix something to improve the formatting?**



No. The formatting of the charts in the application preview PDF is outside the control of the applicants. No action is needed to change or “fix” the formatting.

Both the application preview PDF and the regular view of the application content are available to the reviewers.

Applicants may submit other necessary attachments (in addition to any required attachments) at their discretion to support the proposal.

**40. The NOFO talks about demonstrating low barriers to access. What is a low barrier approach?**

Grantees are expected to help Veterans access services quickly and in a manner that is flexible and understanding of their needs. Low barrier means that providers are willing to work with Veterans who relapse, without immediately discharging them from the program. All applicants must offer a Housing First, low barrier, harm reduction approach to providing services to Veterans and must have policies and procedures for maintaining low barriers and high-quality engagement through the provision of case management services.

**Budget**

**41. How much funding can I apply for?**

The NOFO does not establish a maximum or minimum dollar amount that is allowed to be requested per application.

Instead, the NOFO establishes a maximum amount (\$300,000) that may be requested per FTE case manager position total for the two-year period.

Applicants requesting less than one FTE would reduce their request proportionally.

Applicants should determine case manager costs consistent with their organization’s normal pay scales and local industry standards up to \$300,000 per FTE total for two years.

Note that the maximum amount of \$300,000 per FTE is not a per year amount. Instead, it is a combined two-year total maximum limit.

**42. How can the grant funding be used?**

The funding can be used to support case management services to assist Veterans in obtaining and retaining permanent housing. Refer to the NOFO for more details (e.g., Definitions section, GPD Case Management section, Guidance for the Use of Funds section).

**43. *new* What incidental costs related to supervising or mentoring the case management staff (exclusive of supervisor salary costs) can be included in the proposed budget?**

Examples of incidental supervisory costs might include but are not limited to incidental costs for things like training materials, mentoring materials, training registration fees, certification fees and transportation to a training or mentoring experience.

What falls under this category will vary depending on each proposed project and depending on how each organization handles supervision and mentoring. Not all applicants will propose costs in this category. Applicants who propose costs in this category should have written operating procedures in place and should follow their procedures consistently. (Operating procedures are not required to be

included in the application. That said, the application allows for optional attachments to be included at the applicant's discretion.)

**44. Can we pay for Homeless Management Information System (HMIS) licenses? Is HMIS required?**

Yes. HMIS costs that are not paid by other funding sources are allowable. Be sure your calculations are documented in a consistent and transparent manner.

For case management grantees, using HMIS is required; it is not optional.

HMIS is a locally administered web-based data system used to record and analyze both program and client information at the local Continuum of Care (CoC) level. It is used by Federal partners, including VA, to measure project performance and participate in benchmarking of the national effort to end homelessness. Additional information about HMIS is available here:

<https://www.hudexchange.info/programs/hmis/>.

**45. Can we use the grant funds to purchase a vehicle?**

No. GPD grant funds may not be used to facilitate capital improvements or to purchase vans or real property.

Vehicles, however, may be leased to facilitate required transportation within the community. Costs for necessary gas, insurance and maintenance may be allowable. Costs should be well-documented and treated consistently regardless of whether the costs are supported from the grant or from other sources.

**46. I'm not sure if I'm filling in the budget table correctly. Can you help?**

Applicants should complete the budget table to the best of their ability using the standard options available in the online application. The online budget table allows applicants to add or remove cost categories as needed. Be sure to review the [eGMS webinars](https://www.va.gov/homeless/gpd.asp) available on the GPD website [www.va.gov/homeless/gpd.asp](https://www.va.gov/homeless/gpd.asp), including the demo of eGMS.

The budget table provides flexibility for different applicants to complete the table differently depending on a variety of factors, including the applicant's costs, established operating procedures and accounting practices. In the budget narrative section of the application, applicants can provide explanations and context for how they completed the budget table.

It is important that the information provided in the budget table and in the budget narrative offer enough detail for the reviewers to understand how all costs are calculated and how all costs are necessary and reasonable for the proposed activities.

**47. *new* Does the NOFO allow for overarching management at the administrative level such as program direction?**

A certain amount of administration is expected for a grant project and budget.

The NOFO states that: "Costs for any other salaries, such as supervisor salary costs, are not allowed."

Refer to the "Guidance for the Use of Funds" section of the NOFO as well as the "Budget" section. Applicants are asked to complete a budget table and a budget narrative to identify and describe their proposed costs. This is an opportunity for applicants to explain how the requested costs are necessary to completion of the proposed project and how they are in compliance with the guidelines stated in the NOFO.

A reminder that indirect costs are allowed with proper documentation.

#### **48. Can grant funds be used to support indirect costs?**

Yes. Applicants who have a current negotiated indirect cost rate agreement with a cognizant Federal agency must provide a copy of the agreement with their application if they wish to support indirect costs from the grant. Applicants without a negotiated indirect cost rate agreement may request the de minimis rate (i.e., 10 percent of modified total direct costs) for indirect costs if they meet the definitions and requirements of 2 C.F.R. part 200 and if they provide a [Certificate of De Minimis Indirect Cost Rate \(va.gov\)](https://www.va.gov). All other allowable costs will be considered only if they are direct costs.

### **Letters of coordination**

#### **49. What is a letter of coordination?**

A letter of coordination is a written means by which an applicant can demonstrate ongoing coordination with community partners including the local VA medical facility regarding the proposed grant project.

Medical facilities include information such as the proposed number of services or staffing and the medical facility's past experience with the applicant organization regarding planning or operating a related project or regarding participation in community-wide planning.

It is important that if you plan to seek letters of coordination, do not wait until the last minute. Medical facilities, CoCs and other partners have limited resources and may be responding to multiple requests. We recommend proving at least 30 days or more, if possible.

Remember your applications must be submitted as a complete package. If you include a letter(s) of coordination, upload it as part of the application through the online portal. Do not send letters to the GPD office as they will not be added to your application package.

#### **50. Can you describe the coordination that is expected?**

Applicants should proactively engage in strategic planning dialogues with the VA medical facility, CoC, Veteran Working Groups or other community partners including existing GPD grantees, Supportive Services for Veteran Families (SSVF) grantees and HCHV CRS grantees to fully understand needs. This dialogue can help applicants identify what would best support the community's efforts to end Veteran homelessness.

Applicants should be responsive to the needs articulated by the VA medical facility, CoC and other community groups. Applicants are encouraged to apply for services that align with community needs.

#### **51. What tools are available to better understand the community's need?**

Applicants are encouraged to use a combination of tools to understand need. Applicants who are involved with local Coordinated Entry Systems (CES) will have the best understanding of community needs and planning efforts.

Applicants may review data from a variety of places including but not limited to:

- The community's master list, by name list, active list
- Data from the Homeless Information Management System (HMIS)
- Other CoC data
- The community's progress towards the Federal Criteria and Benchmarks (FCB)
- Community Solutions' Functional Zero

- The CoC Gaps Analysis Tool (which can be provided by the local VA medical facility)
- The VA, HUD and USICH Community Planning Survey submission
- The VA and USICH Transformation of GPD: Considerations for Communities

Additionally, applicants may use information from their past experience providing services within the community. For example, past performance, statistics, demographics, point-in-time reports, etc. can provide useful information about the community's need.

**52. What if information in my application is different from the letter of coordination?**

Communication and transparency are critical. Inconsistent information between a letter and the rest of the application might impact the overall score.

Information contained in letters of coordination should not be a surprise to applicants because dialogue regarding strategy should occur prior to requesting letters of coordination. Be sure to provide detailed and accurate information to the VA medical facility, CoC or other partners about the plans you will propose in the application and how these plans align with needs identified by the community partners.

This is an opportunity for your organization and the VA medical facility, CoC or other partners to discuss plans that are tailored to your organization's abilities and to the needs of the community. The strongest letters usually are individualized and detailed.

**53. How is coordination with the local VA facility and CoC taken into account in our application?**

There is a regulatory requirement for the applicant to demonstrate coordination with the local VA medical facility. Applicants also should demonstrate coordination with local CoCs or other community entities who serve the homeless by responding to the required questions within the application.

**54. Are letters of coordination required?**

No. Letters of coordination with the VA medical facility and/or with the CoC(s) are not required. The inclusion of a letter(s) and/or the content of a letter(s) can impact the overall score of an application.

**55. Can the GPD Liaison at the VA medical facility assist with the application?**

No. This is not allowed. However, the liaison can provide performance data, can provide information about current GPD and HCHV transitional housing and can help obtain a letter of coordination from the local medical facility Director.

**HUD-VASH GPD Collaborative Case Management (CCM)**

**56. What is CCM?**

CCM is an opportunity for GPD case managers to collaborate with their local VA medical facilities HUD-VASH program to provide housing navigation and time-limited case management services to lower acuity Veterans who are entering housing via a HUD-VASH enrollment. CCM enhances and expedites HUD-VASH voucher utilization by partnering with existing GPD case management services. CCM participation helps applicants demonstrate an ability to maximize the case management grant resource because CCM ensures a reliable referral stream of potential Veteran participants.

Refer to the NOFO for more information.

**57. Do I have to submit a CCM Memorandum of Understanding (MOU) with my case management grant application?**

Current GPD case management grantees (i.e., those with a case management grant agreement for the period 10/1/2021-9/30/2023) who already are approved to provide services through CCM, and who wish to continue participating in CCM during the new award period, **must include** in the application their MOU that was countersigned by the local VA medical facility director. This MOU would not be a new MOU prepared in response to this Case Management NOFO. Rather, it would be the MOU that was prepared when originally requesting approval from GPD for CCM participation. To repeat, we are *not* asking case management applicants to prepare new CCM MOUs for purposes of applying for a case management grant starting on 10/1/2023.

Applicants who are not current GPD case management grantees, or who are not already approved to provide services through CCM, **would not include** in the application a CCM MOU. Instead, these applicants may propose to provide services through CCM if they wish and should describe their plans in the relevant sections of the application (e.g., Abstract, scored narratives). If the application is selected for funding, participation in CCM may be considered at that point. Only after grants are awarded will grantees be asked to prepare a new CCM MOU. Instructions will be provided at that time.

**58. My organization already is a CCM participant. Are we automatically approved for CCM in the next round?**

Grantees who were already approved for CCM under a previous GPD case management grant, and who demonstrated an intent to continue CCM in the FY 2024 application, do not need to request written prior approval through the change of scope process after 10/1/2023. For these applicants, if they described their plans to continue CCM in the new application, if they attached their original MOU and if they are selected for funding, then the executed grant agreement with a start date of 10/1/2023 serves as approval for continued participation in CCM.

Other organizations who receive a case management grant starting on 10/1/2023, who proposed CCM participation in their application or who wish to propose participation after award, must receive prior written approval from the GPD National Program Office before participating in CCM. For these applicants, an executed grant agreement with a start date of 10/1/2023 is not approval for CCM participation.

**Review and selection**

**59. If my application meets threshold, will it automatically be funded?**

No. Threshold is the first step in the process after which the application would move to the next steps of review and consideration for funding.

**60. How are grant applications rated?**

To score grant applications, VA will use the rating criteria described in the NOFOs and in the GPD regulations (38 C.F.R. part 61) which can be found on the GPD website [www.va.gov/homeless/gpd.asp](http://www.va.gov/homeless/gpd.asp).

**61. What if I have been doing business with the GPD Office for several years. Won't they know how my program operates and have our outcome data on hand?**

Grant applications are reviewed by subject matter experts who do not necessarily know anything about your specific program or agency. In this way, VA provides an unbiased review of applications. Please

keep this in mind when writing your application. You should provide complete responses while also being as clear and concise as possible.

**62. What if my agency leaves a section of the application blank?**

Incomplete applications may be rejected at threshold. Inadequate application content may lead to low scores which might result in the application not meeting the minimum score of 750 points required to be eligible for funding.

**63. How will our work be evaluated?**

The grantee is expected to provide the services as stated in the grant application and to conform to GPD regulations and to any performance targets and metrics.

**64. What if I commit to a certain number of FTE but then I can't fill their workload requirements?**

Grantees will be evaluated based on the performance metrics identified in the funding opportunity. Grantees who fail to meet established measures will receive support from local VA staff and may be subject to additional monitoring or other requirements until performance is satisfactory. Grantees who fail to establish the grant within 180 days or who fail to meet performance expectations may withdraw from the grant or may be terminated by VA.

Applicants who can demonstrate that the need in their community is sufficient to meet or exceed caseload expectations are encouraged to apply.

To assist with geographic dispersion of the case management resource, VA will limit funding to up to two case management grants per VA medical facility catchment area, in priority and rank order. Additional selections may be considered, at VA's discretion, if sufficient funding is available.